



Product News

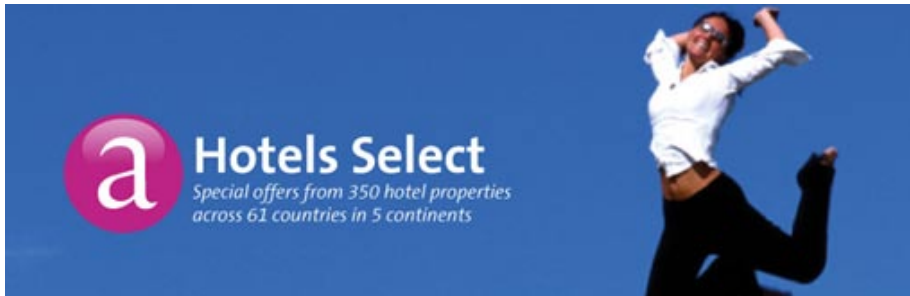
A Newsletter for Amadeus users in the Indian subcontinent

Focus on Amadeus Hotel Select

Wider selection of brands, enabling our travel agents to cater to all tiers of the traveller budgets. Unique selection of special rates and traveller benefits for over 350 hotels.



Amadeus Hotel Select



This issue includes special hotel rate offerings for over 350 hotel properties across 61 countries in 5 continents. Participating chains and hotel brands include Amadeus LinkHotel, Best Western, Ascott, Somerset, Citadines, Lemon Tree Hotels, Kempinski, Sheraton, Westin, St.Regis, Taj, Radisson, W Hotels, The Oberoi, The Trident, Dusit Hotels, Leading hotels of the World and many more.....

More Choice

Wider selection of brands. enabling our travel agents to cater to all tiers of the traveller budgets. Unique selection of special rates and traveller benefits for over 350 hotels.

Excellent rate offers and commissions

More competitive rates from hotels with very special advance purchase rates offering amazing discount options for guests. Agent commissions ranging from 10 - 15% per night

Illustration:

Hotel name	Distance from city centre	From Price/night
<input type="checkbox"/> Lemon Tree City Center North, First Class, SynXis, GURGAON	- N/A -	5100.00 INR (3217.86 THB) Hide rates
Room	Rate	Commission
Amadeus hotels select get more out of your stay	PR1	10.0%
Advance purchase get more out of your stay		
Gds special rate get more out of your stay		
Estimated price for stay: 6128.00 INR (4137.01 THB)		
Price per night: 5100.00 INR (3443.01 THB)		
Taxes are included		
Breakfast is included in the room price		
<input type="checkbox"/> Lemon Tree City Center North, First Class, SynXis, GURGAON	- N/A -	4249.00 INR (2680.92 THB)

“Easy View” Hotel Select Directory

Searching for the best offers by properties on the program, made easier.

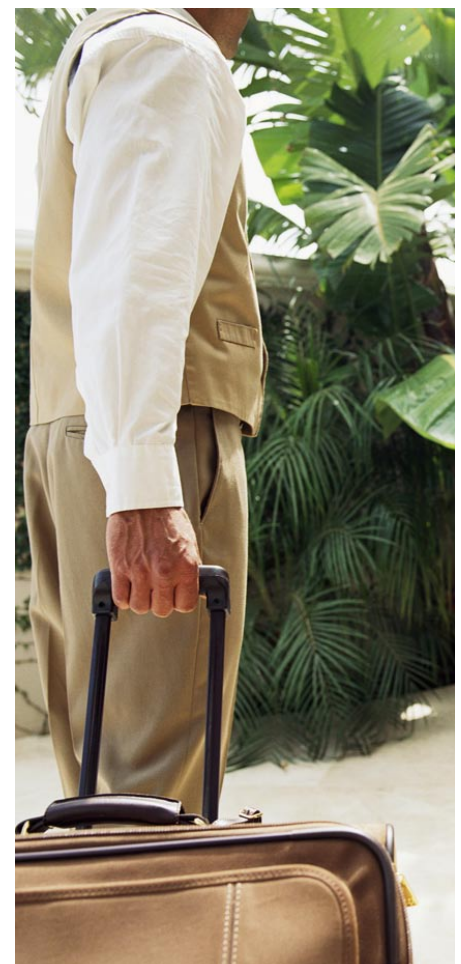
Illustration:

BAADI		
Best Western Royal Park Hotel		
★★★		
SPECIAL OFFER		
Special room rates starting from INR3400 inclusive of tax and service charge with the following benefits:		
- Complimentary breakfast	- 10% discount on food & beverages	
Chain Code	Special Rate Code	TA Commission
BW	SP	10%
Rate Name: 15% off BAR		
Offer Valid Until: 31 December 2011		

For more details contact: Amadeus India Products & Solutions at product@amadeus.co.in

289 hotels chains representing over 91990 properties

- 284 hotel chains using Interactive Cancel and Seamless policies
- 280 hotel chains using Amadeus Dynamic Access
- 208 hotel chains using Best Available Rate
- 207 hotel chains using Total Pricing
- 183 hotel chains using Increased Occupancy Pricing
- 110 hotel chains using Alternate Property display
- 188 hotel chains using Multi Room Shopping & Booking
- 6 hotel chains using Flight info details



Net Trans

The complete hotel commission recovery and reconciliation service for travel agencies – integrated with Amadeus for seamless transfer of hotel bookings.

Every travel agency has problems collecting commission from hotel bookings.

The majority of hotels are very good about paying promptly.

Unfortunately, some are less reliable. Agents often find as much as 50 per cent of what they are owed is never paid. Despite this problem, agents usually fail to chase the commission they are owed. Net Trans is an outsourced commission specialist, which will solve the problem of commission gathering for you. Amadeus has signed a preferred supplier agreement with Net Trans offering the service to Amadeus users at a pre-negotiated price, the contractual relationship being between the travel agency and Net Trans. Active Commission is a commission handling.

Key Benefits

- More commission
- Lower administrative costs
- Lower bank charges for commission handling
- Faster payment
- Better reporting

How it works- 6 simple steps

Step 1: Net Trans automatically collects and consolidates your Amadeus bookings, your front-line staff make no changes to the way they work. You can add non-GDS bookings as manual/passive segments for commission tracking.

Step 2: Early in the month following checkout date, Net Trans sends hotel suppliers a list of bookings made with them and the commission they owe.

Step 3: Net Trans collects and consolidates your receivables based on commission we have collected for you and on statements of money sent directly to you and forwarded to us.

Step 4: The hotels settle with Net Trans. If they are users of the Pegasus Solutions' hotel commission payment service or WPS, they will settle automatically with Net Trans. Net Trans' system traces and chases any payments that have not been received.

Step 5: Net Trans holds the received commission in a secure client account, and then sends a single consolidated payment to you within the fifth business day of each month (provided the transfer is the equivalent of 100 euro or higher). The payment is in the currency of your choice, we currently offer eight currencies.

Step 6: You can access a full set of web-based reports on demand. At a glance, you can see which reservations you have made, what commission you have received and what Net Trans is still chasing for you. You can export the reports to Excel and other formats. Log in is provided.

So how do we do it?

Since it is not worth travel agencies spending their time chasing commission, you may well wonder how Net Trans makes a living out of it. The answer is simple:

Automation – our system reduces costs by automating as much of the process as possible

Expertise – commission collection and processing has been Net Trans'



only business since it was founded in 1999

Economies of scale – we process over 12 million room nights annually for more than 6,500 agents in over 80 countries

No cure – no pay – Net Trans does not charge any membership or installation fees. What you do pay is a fixed amount per confirmed, commissionable room night, no charge is made for bookings confirmed as being Net rates, No show etc.

Enhancement in Pre-Ticket ability Check New Appended Message

Amadeus has enhanced current pre-ticket ability check process by providing information on the remaining validating carrier choices on top of a selected recommendation, which fit the same conditions.

Benefits to Users

- Additional information on all other potential validating carrier(s) for a pricing solution returned.
- End user has the final choice in terms of validating carrier selection.
- This enhancement is applied as soon as there is more than one potential validating carrier in the validating carrier list (up to maximum 5).
- Integrated with the pricing transactions, FXP/FXB/FXX/FQP.
- System still reverts with the following warning message when only one eligible validating carrier is available as well as when more than one carrier(s) fare applies.

“PRICED WITH VALIDATING CARRIER XX - REPRICE IF DIFFERENT VC”

Following illustrations will simplify the enhancement-

```

01 YIF * * 1 * 103668 * *Y
LAST TKT DTE 12DEC11 - DATE OF ORIGIN
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
CCU
XDEL IT 604 Y Y 12DEC 2055 YIF 1P
LON BA 142 Y Y 13DEC 0330 YIF 1P

INR 93095 12DEC11CCU IT X/DEL BA LON M2081.73NUC
2081.73END ROE44.720000
INR 8999YQ XT INR 193YQ INR 773JN INR 458WO
INR 150YR
INR 1424XT
INR 103668
BG CXR: 2*BA
PRICED VC BA - OTHER VC AVAILABLE QF IT
    
```

Selected Recommendation

Additional Validating Carrier Choice

```

01 Y * * 1 * 19220 * *Y
LAST TKT DTE 12DEC11 - DATE OF ORIGIN
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
DEL
BOM AI 349 Y Y 12DEC 0400 Y 25

INR 14236 12DEC11DEL AI BOM14236.00INR14236.00END

INR 4600YQ
INR 155JN
INR 229WO
INR 19220
TICKET STOCK RESTRICTION
BG CXR: AI
PRICED WITH VALIDATING CARRIER AI - REPRICE IF DIFFERENT VC
200 INR PENALTY APPLIES
ENDOS DOMESTIC TKT RULE APPLIES
    
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Only One Eligible Validating Carrier

Amadeus Ticket Changer is now available for Lufthansa

In today’s environment of last minute alterations, having the flexibility to change flights is increasingly important to both business and leisure travelers.

With immediate effect, re-issuing a Lufthansa ticket has become a lot simpler. Amadeus Ticket Changer (ATC) allows you to automatically recalculate and prepare documents for the issuance of voluntary reissues of electronic tickets based on the IATA industry standard.

In 4 simple steps, you will be able to:

- Automatically retrieve a booking
- Update changes to flight numbers, travel dates, booking classes
- Get the applicable fare changes in relevant currency
- Complete reissuance of the document-taking the weight off your shoulders and ensuring error-free transactions.

Using the present Amadeus Ticket Changer entries you can start using solution effective today (no new installation required).



Product Talk



Mr Ajay Seth- Director, Vision Tours & Travels . Located in New Delhi, since its inception Vision Tours & Travels has been providing qualitative travel options to it's traveller and is a full service corporate agency.

Q: What is the mantra for Vision Tours & Travels?

Right since its inception Vision Tours & Travels has been providing qualitative travel options to it's traveller. Our mantra is 100 % service commitment and customer satisfaction. Customer satisfaction is our number one priority and we strive to deliver the best.

Q: How has Amadeus helped you in building your business and extending your reach in the industry?

We have chosen Amadeus because of their cutting-edge technology and commitment to constant innovation. Automated scripts and solutions help us to function more efficiently. The company provides distribution and technology solutions to help its customers adapt, grow and succeed in the fast changing travel industry.

Q: What is the one key factor / USP of Amadeus that has helped you in attaining business?

Amadeus is a user-friendly provider of advanced technology solutions for the global travel and tourism industry. Amadeus continues to enhance their services and products for all the subscribers in the market. Also, Amadeus operates under a transaction-based business model that offers IT solutions to virtually all players in the travel industry.

Q: Describe your graph and ratio over the last few years and how has Amadeus helped you in your operations?

Amadeus has been instrumental in our growth over the last few years. We have grown over by 10% and attribute this majorly to Amadeus. This has been a mutually beneficial association for both Amadeus as well as our agency.

Q: What is the first thing that comes to your mind when you hear about Amadeus?

One stop solution for all IT solutions related to the travel industry. Amadeus offers full content access and the widest scope of integrated content to its partners. It delivers technology solutions that drive business results for their customers.

Q: What are the future prospects / new trends of the industry and can Amadeus be a part of them?

Inbound travel to India has experienced significant growth in recent years, in addition to booming domestic travel. India generates the highest number of online travel bookings in Asia Pacific, as many local travellers like to look for the best deals via the Internet. Amadeus has been successfully offering products and solutions which suit the ever-changing Indian travel industry through better commission from hotel and car rentals and selling of no frill carriers worldwide through Amadeus.

Amadeus Airline Service Fees Overview

Benefits to Travel Agents

Thanks to Airline Service Fees, travel agencies will be able to collect Credit Card Fees when the airline is acting as the merchant for the credit card transaction, bringing significant benefits to Travel Agents.

- Travel Agents continue to quote the lowest Grand Total price including fees
- Automation will protect Travel Agencies from ADMs by applying the correct fees
- Airline Service Fees is a fully integrated solution, which protects Travel Agents productivity. Agents can focus on sales and customers services
- Airline Service Fees is a standard-based solution which supports consistency across systems and reinforces Travel Agents parity with airline direct channels.

Where the Travel Agent acts as the merchant for the credit card transaction, no Airline Service Fee is applied.

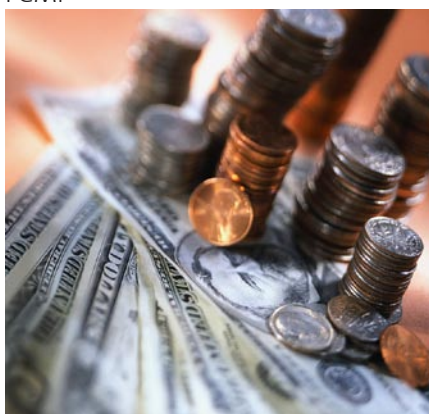
The Airline Service Fees product is available in cryptic and is also integrated in Amadeus Selling Platform graphic

Type of Fees

The Airline Service Fees product aims at supporting all ATPCo types of ticketing fees, including form of payment fees thru travel agencies. Initially, Amadeus is focusing exclusively on the deployment of a generic credit card fee. This Fee is defined by a 5 digits code: 2 digits code OB + 3 digits sub-code FCA.

Agents have 3 options to trigger the Credit Card Fee application in the flow:

- Input the Form of Payment (FOP) in the PNR before the PNR pricing (FP element)
- Input the FCA sub-code in the shopping or pricing request;
- Re-price after inputting the Form of Payment (FOP) in the PNR in order to quote accurate CC Fee and issue a ticket with an automated FCMI



Impacts to Travel Agents

The implementation of Airline Service Fees product has 3 major impacts for all Amadeus users:

- A new line to be displayed in the ticketing panel [TST]: the Grand Total line including amount of Fare, of the Taxes and of the Fees
- A new line or column to be displayed in Reporting files; standard Sales Reports depending on the type of record
- Integrity check at time of ticketing of the Validating Carrier, the Point Of Sale and the Form of Payment (FOP)

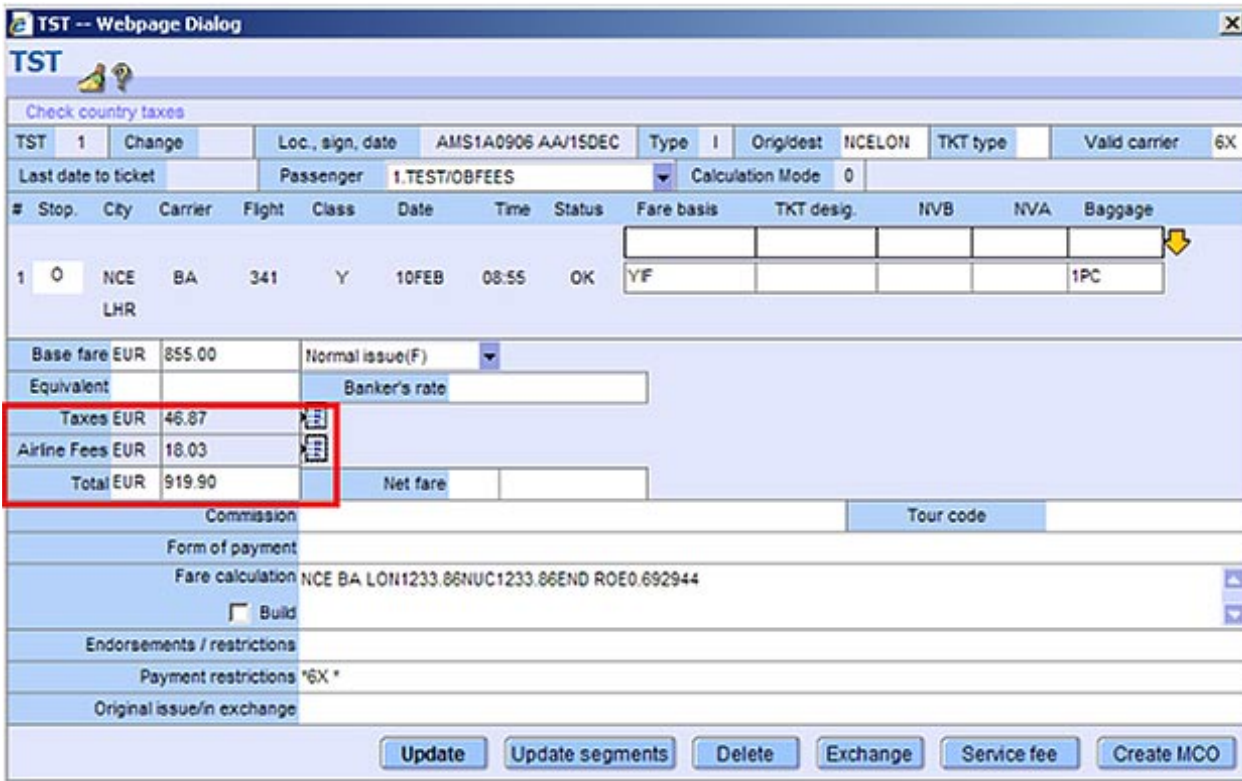
Amadeus Selling Platform Graphic users

In PNR Display

Passengers		Information	
TEST OBFEES			
Cities	Carrier	Flight	Class
NCE LHR	BA	341	Y
			Date
			10FEB
			Time
			08:55
			Fare basis
			YIF
			TKT designator
			NVB
			NVA
Fare		Fare calculation	
EUR 855.00		NCE BA LON1233.86NUC1233.86END ROE0.692944	
Taxes			
EUR 19.00	YQ		
EUR 3.00	YQ		
EUR 10.29	QX		
EUR 1.00	IZ		
EUR 4.11	FR		
EUR 9.47	FR		
Airline Fees			
EUR 18.03			
Total			
EUR 919.90			
Rate used			
Other information			
MANUAL MANIPULATION OF FEES			
AIRLINE FEES INCLUDED			
PRICED WITH VALIDATING CARRIER 6X - REPRICE IF DIFFERENT VC			

For more details contact: training@amadeus.co.in

In TST Display



Current Context

OB fees will be applied on and after November 2nd, 2011 and thereafter only if:

- Point of Origin = Germany, Belgium, Switzerland, Finland, the Netherlands, and the United Kingdom
- Form of payments = Credit cards
- Validating carriers = LH Group (LH, OS, BD, SN, and LX)

This fee will also reflect in ITR/TWD/TQT/TJT/TJQ/FXP entries

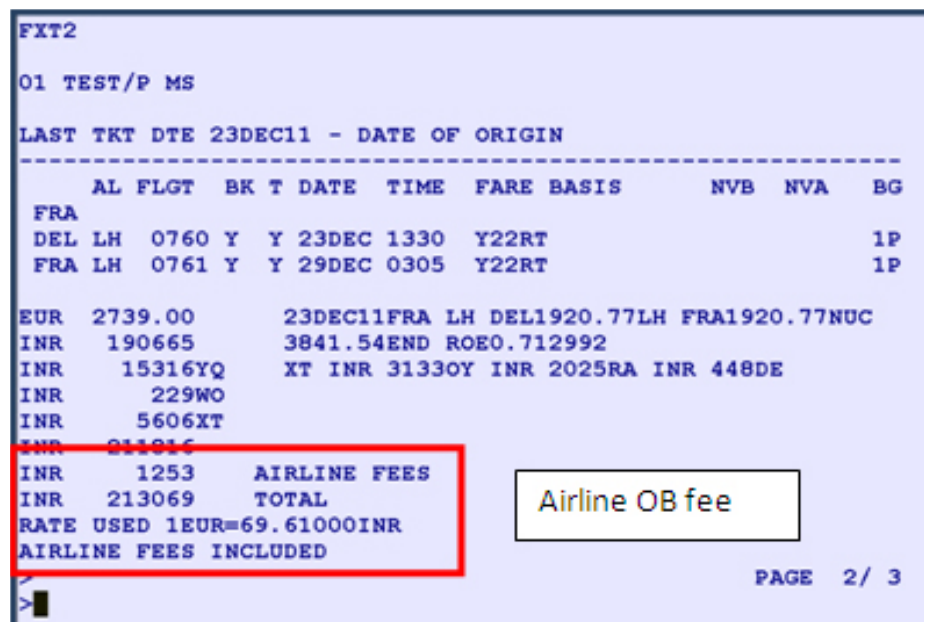
OB fees will be applied on flights originating from 6 following countries only and if the FOP is credit card

- Germany (DE)
- Belgium (BE)
- Switzerland (CH)
- Netherlands (NL)
- Finland (FI)
- United Kingdom (UK)

Implemented for Tickets issued in India, Bangladesh, Bhutan, Sri Lanka from 01 November 2011

Note: To be compliant with IATA, this fee is not going to be shown on the ticket, but it's going to be shown in the ITR

Screen capture where OB fee is showing as Airline fees



Baggage – IATA Resolution 302 - which carrier’s rules apply in Pricing Output

Overview

New appended message in output of cryptic pricing

Transaction will display Airline code whose rules apply for free baggage allowance. The baggage unit of travel of the itinerary will also be displayed.

Key features

For each pricing transaction, the information on which carrier rules apply & baggage information is returned. The information is displayed for each transaction.

The appended message for the Free Baggage Allowance is as follows:

```
BG CXR: Ni*XX/Nj*YY
```

- BG CXR: is the header for each appended message
- Each baggage unit of travel is separated by “/”
- For each baggage unit.
- Ni: is the number of segments on which the rule of the Carrier applies.
 - Surface segments are not taken into account in the numbering.
 - When the baggage unit of travel is composed by only one sector, no number is specified.
- The carrier whose rules apply is returned.

Main benefits

- With this new feature, agent will now be able to identify the carrier whose rules apply on each specific segment of the ticket.
- Simplify the comprehension of the new process of resolution 302
- Provide transparency to passenger on baggage allowance and charges.

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01 BAGGAGE/ALLOW*
LAST TKT DTE 15OCT11 - DATE OF ORIGIN
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
BOM
LON BA 0138 F F 15OCT 0230 FFFAS 3P
FRA LH 0921 J J 18OCT 0630 J77 2P
LON LH 0902 J J 28OCT 0825 J77 2P
BOM BA 0139 F F 30OCT 1015 FFFAS 3P
INR 526360 15OCT11BOM BA LON3953.37LH FRA1931.67LH
LON1931.67BA BOM3953.37NUC11770.08END ROE
INR 25066YQ 44 720000
INR 380YQ XT INR 56837JH INR 229WO INR 13084GB INR
INR 78942XT 3972UB INR 2900OY INR 1498RA INR 422DE
INR 630748
BG CXR: BA/LH/LH/BA
PRICED YC BA - OTHER YC AVAILALE QF LH
>
    
```

Baggage Allowance Information New Value “Blank” when no data found

Implementing the IATA Resolution 722 paragraph 3.26.1, Amadeus will comply with Industry standards defined for baggage data.

It enables Airlines to apply a “blank” when they do not want to specify baggage allowance on their own sector.

It helps Travel Agents to have a standard comprehension of baggage data available in the systems

Amadeus will implement a new value “Blank” in the free baggage allowance field in output of fare pricing, in TST and Ticket displays when no data for free baggage allowance has been found in “ATPCO Baggage Allowance” records.

Please note that other values of this field will remain unchanged:

- If free baggage allowance is known, system will display it in PC or K
- If no free baggage allowance is permitted, system will display OPC

Input:

After all pricing entries where free baggage allowance is displayed:

FXX, FXP, FQQ, FXA, FXB, FXU, FXL, FFX, FXE, FXQ, FXO, FXR

Output:

Blank” will be displayed on sector where no data is found for the free baggage allowance

Amadeus Basic & Ticketing Training sessions organized for Indore & Bhopal Travel Agents



Basic & Ticketing Training sessions were organized by Amadeus for Indore & Bhopal Travel agents. This session took place from 11 Oct'11 to 14 Oct'11. The training session was held over a span of four days. It was attended by 50 (IDR) and 35 (BHO) along with many staff members of various travel agencies from Indore and Bhopal. Travel agents were taught basics of PNR creation, fares, queues along with Ticket issuance commands and most importantly Refund & Reissue. During the training sessions, latest products were also demonstrated. The travel agency staff members were really thankful and appreciated the efforts put in by team Amadeus for arranging the much needed training sessions for the M.P. market.

Training Session conducted at Srinagar

Training sessions were conducted from 07th till 09th sep at Srinagar. The 1st day focused on the Amadeus Products and System's Do and don'ts attended by the Directors from various agencies. This was later followed by the Basic and BSP Ticketing sessions for all the travel agents in Srinagar. Total 31 agents were trained. The aim was to make the travel agencies aware of the new system functionalities, products solutions with Amadeus and how to reduce ADM for their agencies and avoid airlines cancellations. The session was highly appreciated by the agents there.

Amadeus organized a joint workshop with Etihad Airways



Amadeus organized a joint workshop with Etihad Airways. This workshop was conducted to make local agencies aware on how to reduce cancellation on GDS. This workshop was conducted on 25th and 28th of November 2011. It took place inside the Amadeus Training Center at KTM office. Representative from airline was their local Country Manager Mrs. Pawana Shrestha and Mr. Ramesh Lamichanne- Sales. A total of 17 participants attended this workshop. Amadeus gave presentation on best GDS practice and shared information about new enhancement and benefit of booking Etihad on Amadeus. The session was thoroughly enjoyed by all invitees who actively participated and cleared their doubts.

Amadeus Offices in the Indian subcontinent

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• Ahmedabad	Tel: +91 79 26447241	Fax: +91 79 26440639	• Kolkata	Tel: +91 33 22805320	Fax: +91 33 22806904
• Amritsar	Tel: +91 9814217520		• Lucknow	Tel: +91 522 2610032	
• Bangalore	Tel: +91 80 30515100	Fax: +91 80 25582397	• Mangalore	Tel: +91 824 2446493	
• Bhubaneswar	Tel: +91 9937798528		• Mumbai	Tel: +91 22 30417000	Fax: +91 22 24975510
• Calicut	Tel: +91 495 2727699		• Nagpur	Tel: +91 712 6460428	
• Chandigarh	Tel: +91 172 2711270	Fax: +91 172 2711332	• Patna	Tel: +91 9304871148	
• Chennai	Tel: +91 44 28297500	Fax: +91 44 28297600	• Pune	Tel: +91 20 26059133	Fax: +91 20 26059133
• Coimbatore	Tel: +91 422 4214217		• Raipur	Tel: +91 9827148500	
• Colombo	Tel: +94 11 2471300	Fax: +94 11 5342004	• Rajkot	Tel: +91 9825113018	
• Dhaka	Tel: +88 02 8330111	Fax: +88 02 9346177	• Srinagar	Tel: +91 9797794347	
• Goa	Tel: +91 832 2437409	Fax: +91 832 2437411	• Surat	Tel: +91 9825056898	
• Guwahati	Tel: +91 361 2465082	Fax: +91 341 2465084	• Thiruvananthapuram	Tel: +91 471 2466385	Fax: +91 471 2466387
• Hyderabad	Tel: +91 40 39823400	Fax: +91 40 23210176	• Trichy	Tel: +91 431 2400233	
• Indore	Tel: +91 731 2546681	Fax: +91 731 2546681	• Udaipur	Tel: +91 9829176262	
• Jaipur	Tel: +91 141 2365100	Fax: +91 141 2365300	• Vadodara	Tel: +91 265 2338357	Fax: +91 265 2337043
• Jalandhar	Tel: +91 181 2457357	Fax: +91 181 2457352	• Varanasi	Tel: +91 5422500675	Fax: +91 5422347955
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visit us at : www.amadeus.in